



# TECHNICAL SERVICE BULLETIN

## Seat Pan Looseness, Lateral Movement, Or Clunk/Thump Noise On Turns

**20-  
2171**  
15 May 2020

This bulletin supersedes 18-2361 . Reason for update: Concern Carryover to New Model

### Model:

<b>Ford</b>
2013-2018 C-MAX
2018-2020 EcoSport
2015-2020 Edge
2013-2020 Escape
2018-2020 Expedition
2016-2019 Explorer
2015-2020 F-150
2017-2020 F-Super Duty
2015-2018 Focus
2013-2020 Fusion
2015-2020 Mustang
2019-2020 Ranger
<b>Lincoln</b>
2015-2019 MKC
2016-2018 MKX
2013-2020 MKZ
2019-2020 Nautilus

### Summary

This article supersedes TSB 18-2361 update the vehicle model years affected and vehicles affected.

**Issue:** Some 2013-2018 C-Max, 2013-2020 Escape/Fusion/MKZ, 2015-2018 Focus, 2015-2019 MKC, 2015-2020 Edge/F150/Mustang, 2016-2018 MKX, 2016-2019 Explorer, 2017-2020 F-Super Duty, 2018-2020 EcoSport/Expedition, 2019-2020 Ranger/Nautilus vehicles may experience seat pan looseness, lateral movement, or a clunk/thump noise on turns. This may be due to the seat pan track. To correct the condition, follow the Service Procedure steps to install a reinforcement.

**Action:** Follow the Service Procedure to correct the condition on vehicles that meet the following criteria:

- One of the following vehicle lines:
  - 2013-2018 C-Max
  - 2013-2020 Escape/Fusion/MKZ
  - 2015-2018 Focus
  - 2015-2020 Edge/F-150/MKC/Mustang
  - 2016-2018 MKX
  - 2016-2019 Explorer
  - 2017-2020 F-Super Duty

- 2018-2020 EcoSport/Expedition
- 2019-2020 Ranger/Nautilus

- Seat pan looseness, lateral movement, or a clunk/thump noise on turns.

**NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.**

### Parts

Part Number		Description	Quantity
W709428-S424	Package Contains 4 Pieces, 2 Pieces Required Per Seat	Seat Bolts, Front (Explorer)	1
W709622-S424	Package Contains 4 Pieces, 2 Pieces Required Per Seat	Seat Bolts, Rear (Explorer)	1
W527404-S300	2 Pieces Required Per Seat	3/8 In. Wide Hose Clamps (Or Equivalent Obtained Locally)	As Needed
Obtain Locally	-	19 mm (3/4 In.) Diameter Heater Hose	As Needed

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

### Labor Times

Description	Operation No.	Time
Vehicles Without Seat Front Trim Valance: Install Heater Hose And Clamp On One (1) Front Seat (Do Not Use With Any Other Labor Operations)	202171A	0.4 Hrs.
Vehicles Without Seat Front Trim Valance: Install Heater Hose And Clamp On Both (2) Front Seats (Do Not Use With Any Other Labor Operations)	202171B	0.7 Hrs.
Edge, Explorer, MKC, MKX/Nautilus and MKZ Vehicles Equipped With Seat Front Trim Valance: Install Heater Hose And Clamp On One (1) Front Seat Includes Time To Remove And Install Affected Seat (Do Not Use With Any Other Labor Operations)	202171C	0.7 Hrs.
Edge, Explorer, MKC, MKX/Nautilus and MKZ Vehicles Equipped With Seat Front Trim Valance: Install Heater Hose And Clamp On Both (2) Front Seats Includes Time To Remove And Install Affected Seats (Do Not Use With Any Other Labor Operations)	202171D	1.3 Hrs.

### Repair/Claim Coding

Causal Part:	9661711
Condition Code:	33

### Service Procedure

1. Does the customer complain of the seat track exhibiting lateral movement on sharp turns causing a clunk/thump type feeling or noise?
  - (1). Yes - proceed to Step 2. Apply this procedure to the affected front seats.

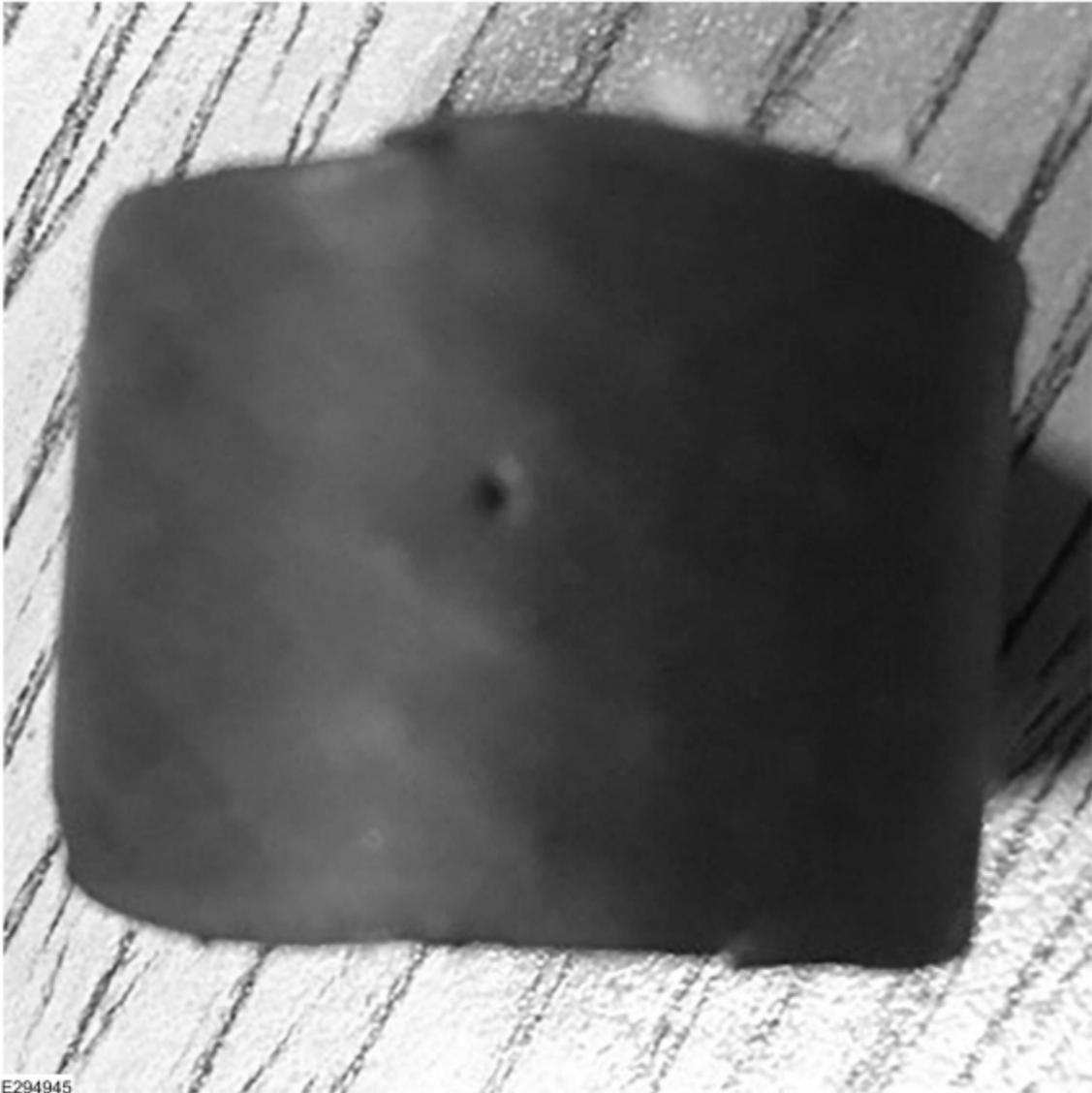
- (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-10A for normal diagnostics.
2. Using both height and front tilt functions, adjust the seat to the highest position.
3. Is the seat equipped with a front trim valance?
- (1). Yes - remove the front seat for seat track access. Refer to WSM, Section 501-10A. Proceed to Step 4.
- (2). No - proceed to Step 4.
4. Is the vehicle equipped with a power seat control module under the seat? (Figure 1)
- (1). Yes - remove the 2 power seat control module retaining screws and remove the power seat control module.
- (2). No - proceed to Step 5.

Figure 1



5. Cut a 25.4 mm (1 in.) long section of 19 mm (3/4 in.) diameter heater hose. (Figure 2)

Figure 2



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6. Cut a slit in the 25.4 mm (1 in.) piece. (Figure 3)

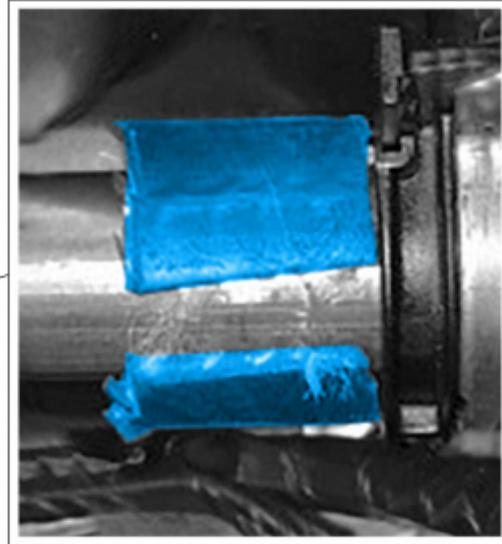
Figure 3



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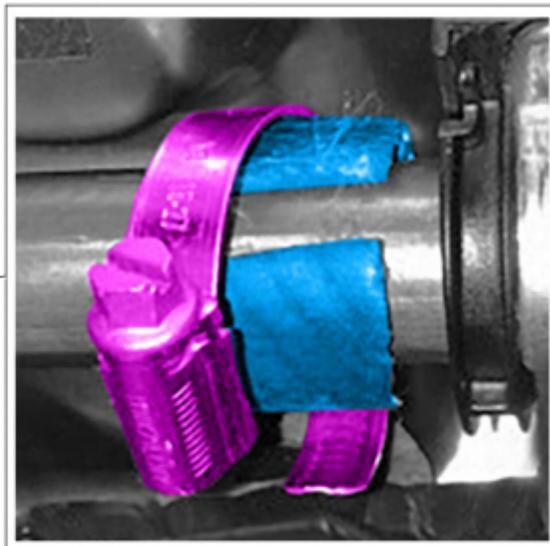
7. Install the hose over the front cross tube. (Figure 4)

Figure 4



8. Open the hose clamp and slip the hose clamp over the heater hose to secure the heater hose to the front cross tube. (Figure 5)

Figure 5



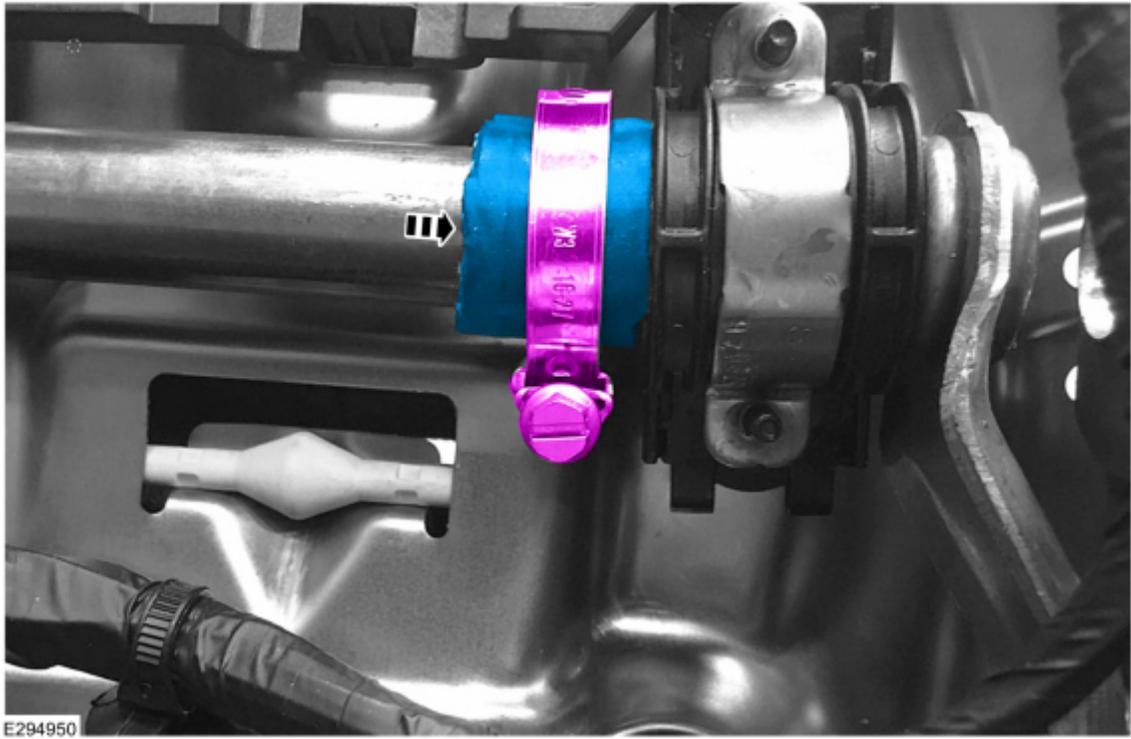
9. Push the heater hose up against the handcuff bracket and tighten the hose clamp to 3.7 Nm (33 in-lbs). (Figures 6-9) See Figures 6-7 for clamp orientation.

Figure 6



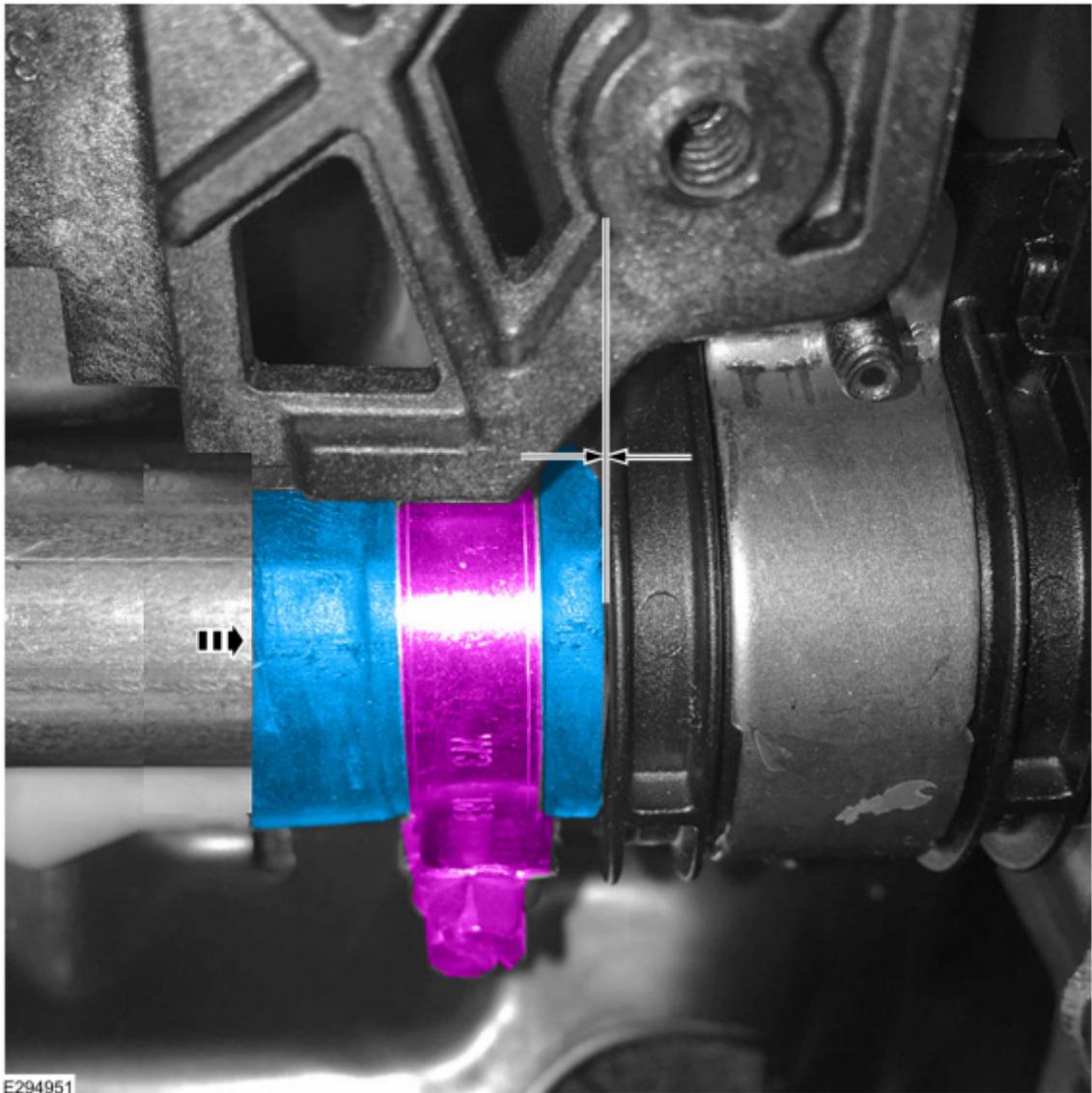
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Figure 7



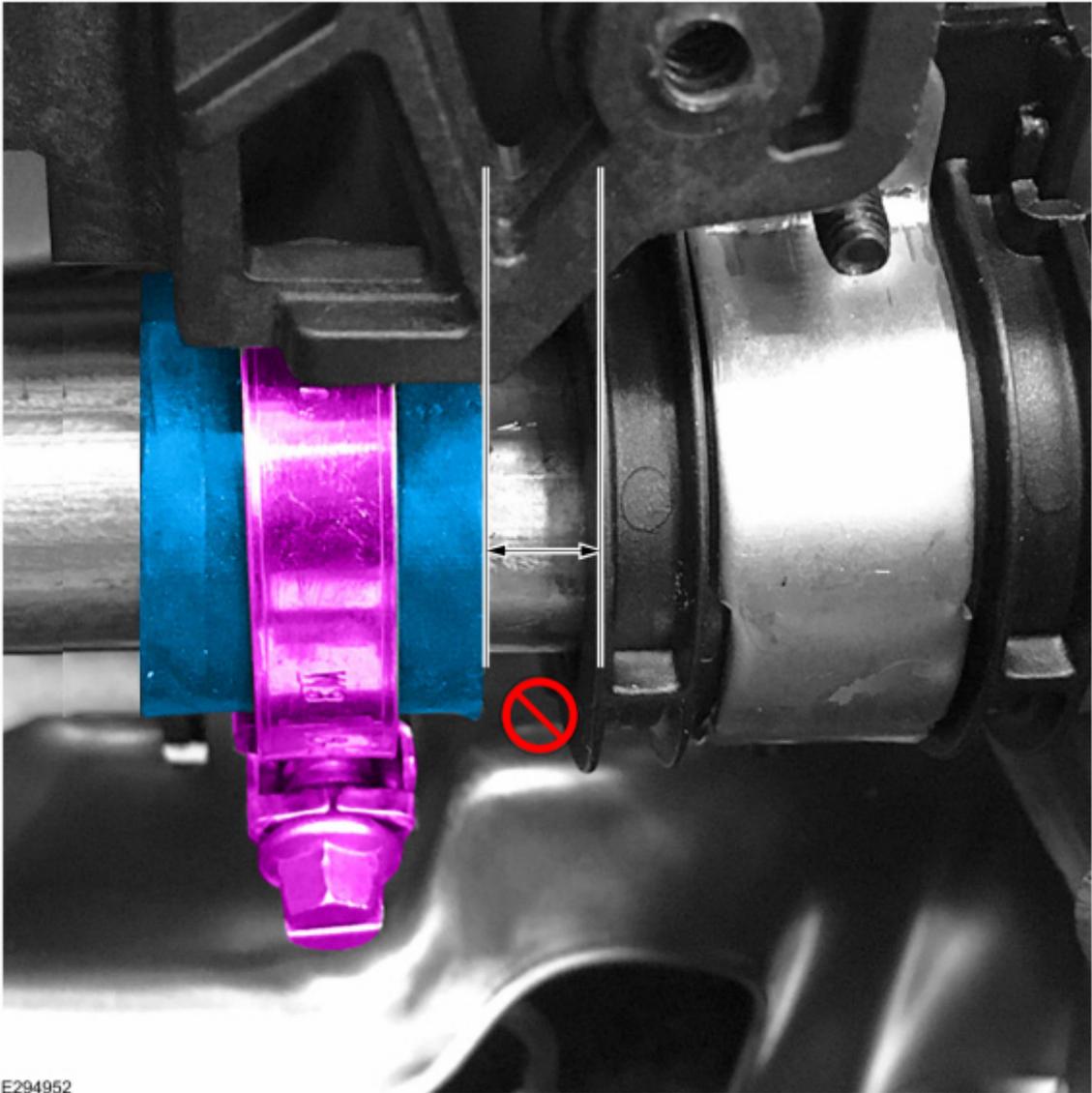
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Figure 8



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Figure 9



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**10.** Repeat Steps 5 through 9 on the other side of the seat track. (Figure 10)

Figure 10



**11.** Reinstall the power seat control module if equipped. Refer to WSM, Section 501-10A.

**12.** Reinstall the seat if equipped with valance. Refer to WSM, Section 501-10A.

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